## **Exploring Opportunities to Engage New Volunteers**



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## Agenda

- Court Ordered Community Service
- Baby Boomer Volunteers
- Volunteers with a Disability
- Youth Volunteers
- Questions

## Court Ordered Community Service



#### **Court-ordered Community Service**

- Opportunity to make restitution
- Positive contribution to the community
- Personal skill-building
- Enhanced self-esteem
- Respect and appreciation across the community-judges, lawyers, PO's, clients
- Trust in each other's process

#### **How Do You Get There?**

- Complete a self assessment
- Complete a community assessment
- Build the infrastructure to handle the program – basic volunteer management
- Every client treated the same- no deviation in any of the process
- Interview, hold harmless, appropriate placement, supervision, training/orientation and record keeping

## Risk Management Clients You Serve

- Offenses Barrier crimes
- Insurance/Licensing/Child Labor Laws
- Comes down to what you need done!
- Juveniles need to be supervised by individual with background check – VCIN, NCIC- SP-024 and Child Protective Services.
- Juvenile Court Service Unit
- Office of Criminal Justice Services- Local Offenders Program
- State and Federal Probation

#### **Outcomes**

- 1,300 individuals giving over 20,000 hours of volunteer service
- @ \$26.09 per hour
- Valued at: \$521,800 additional labor pool

### **Baby Boomer Volunteers**



#### What Is a Baby Boomer?

- Born 1946 to 1964
- Attributes:
  - ✓ Rejection/redefining of traditional values
  - ✓ Associated with privilege, increased affluence
- First generation to grow up with television



#### What Is a Baby Boomer?

- Historical Events Include:
  - ✓ Cuban Missile Crisis
  - ✓ Assassinations of John F. Kennedy, Martin Luther King, Bobby Kennedy
  - ✓ Vietnam War
  - ✓ Apollo 11
  - ✓ Woodstock



### What Is a Baby Boomer? (cont'd.)

- Music Influences:
  - ✓ Rock n Roll
  - ✓ Beatles/British Invasion
  - ✓ Motown/Soul music
- Associated with Baby Boomers:
  - ✓ Counterculture movement
  - ✓ Civil Rights
  - ✓ Women's rights



#### **Some Notable Boomers**

- US Presidents: Bill Clinton, George W. Bush, Barack Obama, Donald Trump
- Political Figures: Jeb Bush, Hillary Clinton, Al Gore, Elizabeth Warren
- Sports: Kareem Abdul-Jabbar, George Foreman, Dorothy Hamill, Michael Jordan
- Corporate: Jeff Bezos, Steve Case, Bill Gates
- Personalities: Whitney Houston, Elton John, Jay Leno, Oprah Winfrey



## Benefits/Social Motivators of Boomer Volunteers

Boomer volunteers normally fill one of the following categories:

- Desire for Achievement
  - ✓ Desire for excellence
  - ✓ Attainment of realistic but challenging goals
  - ✓ Sense of accomplishment



# Benefits/Social Motivators of Boomer Volunteers (cont'd.)

- Desire for Influence
  - ✓ Want to be influential, effective, "change the world"
  - ✓ Make an immediate impact
  - ✓ Lead and have their ideas prevail
  - ✓ Increasing personal status and prestige



# Benefits/Social Motivators of Boomer Volunteers (cont'd.)

- Desire for Affiliation
  - ✓ Need for friendly relationships and interaction with people
  - ✓ Need to be liked
  - ✓ Need to be well thought of
  - ✓ Good team players

Boomers follow the main mission and practices of an agency they support. They also support multiple causes and will volunteer at more than one site.

#### **Challenges of Boomer Volunteers**

- Aging & Health issues
- May lose mobility due to health and aging
- Technology some Boomers do not have a computer, email or cell phone
- Absences to travel, visit family and grandchildren
- Caregivers for elderly parents
- Tendency to volunteer for more than one agency
- Need flexibility in volunteer scheduling
- Do not want to be held "prisoner" don't want to be controlled

### **Tips on Recruiting Boomer Volunteers**

- Identify barriers which may keep Boomers from volunteering.
  - ✓ Transportation
  - ✓ Health/Mobility
  - ✓ Lack of awareness of appropriate volunteer opportunities



## Tips on Recruiting Boomer Volunteers (cont'd.)

- Address those barriers
  - ✓ Can someone provide a ride?
  - ✓ Can the volunteer do something from home?
    - Make hats/scarves and donate
    - Do administrative work on a home computer
  - ✓ What are the opportunities available for Boomers?

## Tips on Recruiting Boomer Volunteers (cont'd.)

Motivate and get Boomers excited about volunteering

✓ Boomers want "hands-on" activities

✓ Want to see immediate impact of their

volunteer work



## Tips on Recruiting Boomer Volunteers (cont'd.)

- Consider Skills-Based Volunteering
  - ✓ Boomers can share their career skills with community
    - > CPA can help with budget planning
    - > A teacher can tutor schoolchildren
  - ✓ Some Boomers may want to replace their old jobs with a new skill encourage it!
- Don't assume all Boomers will want to do ordinary tasks. They want to make a difference!

# Possible Boomer Volunteer Opportunities

- Food Assistance Meals on Wheels, local food bank
- Instruction tutor schoolchildren, teach Life
   Skills to children & adults
- Transportation drive elderly and/or veterans to medical appointments
- Administrative work at the front desk and provide admin support to projects
- Assistance with income tax preparation

## Possible Boomer Volunteer Opportunities (cont'd.)

- Local Hospital work at the front desk, support various departments such as Emergency Room, Day Surgery, X-Ray, Patient Transport, etc.
- Companionship check on the elderly, help with errands, be a "buddy"
- Ombudsman for a nursing home resident
- Assist a client suffering from Traumatic Brain Injury
- Episodic events such as fundraisers, holiday drives, etc.

### **Senior Corps**



Provides service opportunities for Americans 55 and over by connecting them with local organizations that need a volunteer's skills most.



www.NationalService.gov

# The National Impact of Senior Corps



### The Impact of Senior Corps in Virginia

Over **5,000** seniors throughout Virginia share their time and talents in support of three programs

#### **Foster Grandparents**

Volunteers serve one-on-one as tutors and mentors to more than **860** children with special needs



# The Impact of Senior Corps in Virginia (cont'd.)

#### **Senior Companions**

Volunteers help over **240** homebound seniors and other adults maintain independence in their own homes by providing assistance and friendship and helping with tasks such as shopping or paying bills.



# The Impact of Senior Corps in Virginia (cont'd.)

#### Retired & Senior Volunteer Program (RSVP)

Volunteers conduct safety patrols, renovate homes, protect the environment, tutor and mentor youth, respond to natural disasters, and provide other services through more than **440** groups across Virginia



## To Learn More About Senior Corps in Virginia

**Please Contact** 

Tynetta Darden, State Program Director

Phone: (804) 771-2197

Email: VA@cns.gov

...for information on possible new programs in your jurisdiction.



## Senior Corps Week May 15-19, 2017 #SeniorCorpsWorks

### May is Older Americans Month



### Generation X ("Gen X")

- Born 1965-1980
- First Gen-Xer's are now in their 50s
- GenX volunteers will have a bigger impact on senior volunteering in future years as they age



## **Persons with a Disability**



### Person with a Disability (PWD)

- Disability Etiquette
- Treatment of the person with a disability
- Disability at your office



### Language

#### Old Terminology

- Handicapped......
- Retarded.....
- The Spinal Bifida kid......
- Differently Abled......

#### More Appropriate

- Person with a disability
- Intellectually disabled
- Michael or the kid who has spinal bifida
- Person with a disabled- no need to make up terms

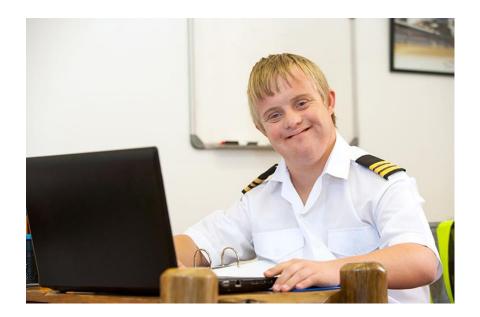
# Attributing Greatness to You When You Just Want To Be Like Everyone Else

- He's an INSPIRATION or she's so COURAGEOUS
- They're doing everyday jobs of work and school.
- All these words are meant well, but it's all so demeaning



#### "Person First" Language

- Put the person before the disability- it describes what a person has, not who the person is
- Deaf person the person who's deaf
- We avoid perpetuating old stereotypes and we model appropriate language



#### **Benefits of Persons with Disabilities**

- Very focused and disciplined
- Happy, good attitude
- Learn new job skills
- Follow rules to the letter
- Better track record on absenteeism
- 70% of people with disabilities are unemployed
- Higher education is not uncommon
- Agency can design a job to be on-site or off-site
- Win/Win situation more visibility to the agency and volunteers feel like they are contributing

### Easy Accommodations for Persons with Disabilities

- Provide a hands-on orientation with complete step-by-step description of job at hand
- A grabber for hard-to-reach items
- Large computer monitor
- Chair at the cash register
- Time to lie down for few minutes twice a day
- Software that reads the screen
- Software that recognizes voice commands
- A voice relay system to take calls

#### Is Your Office Accessible?

#### Does your office provide:

- No step entry?
- Easy passage?
- Materials in alternate formats?
- Scents limited?
- Grab bars in bathroom?
- Adequate turning radius? Need 5 ft.
- Accessible parking spaces closest to the entryway or a directional sign to the proper entry?



#### **Youth Volunteers**



#### What is a Youth Volunteer?

- Ages 12 to 18, but can be under 12
- 55% of youth ages 12 to 18 volunteer
- Contribute over 1.3 Billion hours of community service
- 75% of youth who volunteer do so through religious, school or youth organizations
- Some youth volunteers are home-schooled
- Tend to volunteer more in groups to be with friends



#### **Benefits of Youth Volunteers**

- Exuberant, Energetic, Enthusiastic
- Focus on the work at hand
- Involved in their community
- Improved performance in school
- Decrease in risky behavior
- When volunteering with family, strengthened bonds with parents/siblings
- Better informed about current events
- Teaches the next generation to be engaged with the local community

#### **Challenges of Youth Volunteers**

- Lack of opportunities
- Age restrictions set by agencies
- Liability concerns (insurance, licensing)
- Agency schedule no late afternoon/weekend hours
- Less focused, may engage in horseplay
- More supervision needed
- Perception of volunteering "boring," "geeky"



#### Challenges of Youth Volunteers (cont'd.)

- High turnover rate
  - ✓ Many youth only need small number of hours
  - ✓ Groups best to help youth meet smaller hours requirements
- Lack of parental involvement
- Youth Group Supervisor
  - ✓ Group supervisor does not take a strong role
  - ✓ Good communication is essential
- Tasks you set are completed incorrectly or not completed at all

#### **Tips on Recruiting Youth Volunteers**

- Provide a variety of volunteer opportunities that can be done after school, on weekends or school holidays
- Be specific on what opportunities are available to youth. Include information on required training



#### **Tips on Recruiting Youth Volunteers**

- Avenues for recruiting:
  - ✓ Meet youth where they hang out
  - ✓ Schools, churches, social media
- Coordinate the opportunity with the group leader to create a sense of inclusion
- Explain the significance of the opportunity
  - ✓ Who does this volunteer opportunity benefit?
  - ✓ Why is it important?

## Tips on Recruiting Youth Volunteers (cont'd.)

- Focus on learned experience
  - ✓ What new skills will the volunteer learn?
  - ✓ How will these skills help the volunteer in their future?
- All volunteers should fill out a volunteer registration form and get parental signature for those under 18



## Tips on Recruiting Youth Volunteers (cont'd.)

- Clarify organization policies. Examples: Dress, breaks, parking, signing in, etc.
- Emphasize how youth's good work is anticipated and benefitting the clients you serve
- Suggestion: Doughnuts & Snacks! Gives the youth something to look forward to at break time
- *Have Fun!* Youth want their volunteer experience to be memorable, satisfying and enjoyable!

#### **Youth Volunteer Opportunities**

- Food Banks sort canned items, stock shelves, assemble food packages, portion large food donations (rice, flour, etc.) into family-sized portions
- Thrift Stores sort donations, hang clothing on racks, arrange displays
- Boys & Girls Clubs help coach sports



#### Youth Volunteer Opportunities (cont'd.)

- Sports leagues coach teams, provide snacks and drinks
- Habitat for Humanity distribute door hangers in the community, prepare sack lunches for teams building homes
- Local churches
- Local ASPCA/Humane Society support pet adoption fairs, collect pet food, blankets or dog/cat toys for animal shelters

#### Youth Volunteer Opportunities (cont'd.)

- Special events
  - Foot races/Walks for charity hand out water to runners, pass out flyers, cheer participants
  - Holiday events for Thanksgiving, Christmas, etc.
  - Community events such as fall festivals, summer concerts



# Off-Site Youth Opportunities/ Summer Opportunities

- Hold a drive to collect items such as nonperishable food, books, clothing, diapers, cleaning supplies or new school supplies
  - ✓ Hint #1: Food banks are ALWAYS in need of food drives during summer!
  - ✓ Suggestion: Snack Pack Drive
  - ✓ Hint #2: School may be letting out, but nonprofits are already planning their school supplies drive for the next school year!

#### Off-Site Youth Opportunities/ Summer Opportunities (cont'd.)

 Hold a party – instead of gifts, ask that attendees bring one item of canned food or a new school supply. Donate to a local agency.

Make greeting cards for veterans or residents in

nursing homes



#### Off-Site Youth Opportunities/ Summer Opportunities (cont'd.)

- Make and donate Play Doh for early childhood education programs. Visit the Google website and search "no bake play doh"
- Support local animal shelters and humane society
- American Red Cross

#### **Youth Volunteers – Service Hours**

- Don't wait until the last minute!
- Students should research the agency they are interested in.
  - ✓ Does it meet their requirements for service hours?
  - ✓ Is the work meaningful? Does it have an impact on the community?



#### Youth Volunteers – Service Hours (cont'd.)

- Find out what the age restrictions are. Can the student volunteer if a parent accompanies them?
- Contact the volunteer coordinator at that agency
  - ✓ What paperwork is required?
  - ✓ What hours are available?
  - ✓ What is the appropriate dress?
  - ✓ Can the agency do a letter acknowledging the student's service hours?

#### **Youth Volunteers – Service Hours**

- Make sure to show up on time the day of volunteering
- If there is a question, don't hesitate to ask
- Above all, have fun while serving your community!



## Secrets of Success for Volunteer Managers

- Sincerity be honest and open about your volunteer program for its strengths and weaknesses
- Enthusiasm it's contagious
- Innovation be creative and flexible
- Risk-taking be willing to let go
- Inclusiveness be empowering to others
- Think like a visionary and be strategic
- Accept "No" graciously

#### Something to Think About...

### MULTIPLE GENERATIONS @ WORK

Five Generations Working Side by Side in 2020











TRADITION Born 1900	
Great Depress	sion
World War II	
Disciplined	
Workplace Lo	yalty

Move to the 'Burbs

**Vaccines** 

Vietnam, Moon Landing
Civil/Women's Rights
Experimental
Innovators
Hard Working
Personal Computer

**BOOMERS** 

Born 1946-1964

Fall of Berlin Wall
Gulf War
Independent
Free Agents
Internet, MTV, AIDS
Mobile Phone

**GENX** 

Born 1965-1976

MILLENNIAL

Born 1977-1997

After 1997
Age 15 and Younger
Optimistic
High Expectations
Apps
Social Games
Tablet Devices

GEN 2020

### Questions



#### **Contact Us**



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